

**Exhibit V**  
**Winter Shelter Program**  
**Domestic Violence Policy**

To help maintain a safe and appropriate environment for all persons utilizing the Winter Shelter Program, LAHSA has instituted the following policy for sheltering persons fleeing a Domestic Violence (DV) situation. This policy should aid Winter Shelter Program staff in making informed decisions, selecting the best course of action to follow, and assuring the safety of all shelter guests.

Because persons fleeing a domestic violence situation need specialized assistance, including but not limited to a safe, secure and confidential shelter location, it is important for staff to make appropriate referrals to DV Hotlines and DV Shelters as soon as possible. Any delay in making the proper referral could result in further risk for the person involved, and other guests at the Winter Shelter Program site.

In the event that a person seeking shelter discloses that they are fleeing a current domestic violence situation, Winter Shelter Program staff should work together with the person to connect them to a specialized DV shelter provider or hotline.

DV Hotline personnel are experienced and trained to:

- a) assist with medical emergencies;
- b) advise what to do if someone is currently in pursuit of the victim;
- c) inform Winter Shelter Program staff of steps they should follow;
- d) develop a temporary safety plan over the telephone with the victim; and,
- e) identify appropriate shelter and services.

At no time is it appropriate to provide ongoing shelter at a Winter Shelter Program site for persons fleeing a current domestic violence situation. However, as availability of bed space in DV shelters is limited, it may be necessary to provide shelter/voucher accommodation until the first possible space becomes available.

**Exhibit V (continued)**  
**Winter Shelter Program**  
**Domestic Violence Policy**

The following hotline numbers can be utilized to ascertain the availability of designated Domestic Violence shelter beds and obtain up-to-date referrals for counseling and other supportive services:

<b>Hotline Number</b>	<b>Agency</b>
(800) 339-3940	Center for Pacific Asian Families
(800) 548-2722	Chicana Service Action Center
(800) 585-6231	E. LA Women's Center
(800) 479-7328	Jenessee Center
(213) 745-6434	1736 Family Crisis Center
(310) 370-5902	1736 Family Crisis Center
(310) 379-3620	1736 Family Crisis Center
(310) 548-2805	Rainbow Services, LTD.
(310) 264-6644 (with TDD)	Sojourn
(562) 402-4888	Su Casa
(562) 944-6144	Angel Step Inn
(562) 594-4555	Interval House
(562) 594-4555	Interval House Teen Hotline
(562) 945-3939	Women's and Children Crisis Center
(562) 437-4663	Women Shelter of Long Beach
(626) 967-0658	YWCA-WINGS
(661) 945-6736	Valley Oasis
(714) 891-8121	Interval House
(714) 891-8121	Interval House Teen Hotline
(818) 887-6589	Haven Hills
(818) 242-1106	YWCA Glendale Domestic Violence Project
(909) 988-5559	House of Ruth
(818) 505-0900	Jewish Family Service